

Job Description

Post:	Health Care Support Worker – Inpatient Services
Band:	3
Responsible to:	Ward Manager
Main Contacts:	Internal or external contacts

Job Summary

The post holder will assist qualified members of the multi-disciplinary team in providing care and support to patients. They will assist in the delivery of care under the guidance of a qualified nurse.

The post holder will assist in establishing care plans and in the delivery care. The expectation will be to work within the boundaries of agreed instruction, whilst being supported within Trust procedures and policies.

The post holder will support the development of trainee health care support workers by acting as a role model and mentor, including acting as an assessor for new Health Care Support Workers completing the Care Certificate.

Main Duties and Responsibilities

- To listen and talk to patients and their carers' and develop boundaried therapeutic relationships.
- To undertake and accurately document observations and nursing care in line with Trust Policy and to accurately document nursing care in the nursing notes when required which will then be countersigned by a qualified practitioner
- To ensure the promotion of safety, wellbeing and interests of clients, staff and visitors to the unit if ward based
- To ensure effective communication, either verbal or written, amongst the team, reporting any change or unusual occurrence in an individuals' behaviour or condition.
- To be confident and competent to use Electronic Patient Records (EPR) or PARIS to be able to document patient notes
- To communicate effectively with patients, staff, families and other external agencies and use a polite telephone manner. To use verbal and non-verbal skills to overcome communication barriers presented by service users due to their mental health or learning disability needs.
- Understand and monitor the ward environment engaging with patients to de stimulate and reduce potential for escalation as needed

- Demonstrate good interpersonal skills and a positive attitude within the team and when dealing with the patients, their families and members of the public
- To accurately report and feedback any concerns.
- To contribute to maintaining the ward's agreed philosophy, aims and objectives.
- To understand the importance of and maintain the need for confidentiality in all patient matters.
- To participate in the maintenance of the ward environment to ensure clean, tidy and safe environment
- To value diversity and promote equality of opportunity for all and to ensure individuals are treated fairly.
- To carry out duties as allocated by a qualified practitioner. Engage with patients to undertake activities and carry out duties that have been agreed with a qualified practitioner and follow a care plan. Required to use own initiative and decision making in the planning and delivery of some basic activities
- Provide input to care plan discussions with a qualified practitioner where requested, using knowledge of patient and environment.
- To provide personal care to patients such as attendance to personal hygiene, bathing, toileting and dressing, in accordance with their individualised care plan in a respectful manner, showing proper regard to their right to privacy and dignity whilst promoting quality of life and independence
- Support and assist at mealtimes as required and assist patients in the maintenance of adequate nutrition and hydration, where necessary using a therapeutic approach and following a detailed care plan. If ward based to help patients choose and order appropriately from the menu taking into account any special dietary requirements.
- To proactively engage with e-learning requirements and take responsibility to ensure that your mandatory, core & essential competences are regularly maintained and kept in date.
- To work as a member of the team carrying out assigned tasks with the support and supervision of a registered nurse and in line with the policies and procedures agreed by Pennine Care NHS Trust.
- To provide guidance to new staff on the induction to the ward and participate in Induction and training programmes for staff.
- To undertake supervision of new or training staff as appropriate, supporting them to complete their care certificate as their allocated assessor.
- To act as a positive role model to the service users and staff.
- Will be frequently exposed to physically and verbally aggressive challenging behaviours and expected to initiate de-escalation techniques in potentially harmful or challenging situations in managing aggression exhibited by service users,, escalating any concerns to a senior member of staff immediately
- To be competent in all aspects of reducing restrictive practices, which includes the early prevention of violence and aggression using least restrictive approaches, positive behaviour support through to physical manual restraint as a last option. This can be part of planned interventions set by a qualified member of staff or as an intervention to manage challenging behaviours as they occur, immediately alerting a qualified practitioner for support and supervision.
- To attend / undertake statutory and mandatory training as required.

- To have an interest in self-development and be active in enhancing own personal knowledge.
- Under direction and agreement of a qualified practitioner the postholder will independently undertake escort duty with patients to other areas of the hospital or outside of the hospital as delegated by a trained member of staff, including where the patients have been risk assessed or might present with more complex needs.
- Adhere to appropriate Trust and local policies, procedures and guidelines.
- To undertake and record clinical observations(e.g temperature, pulse, blood pressure) as required and instructed with access to supervision from a qualified member of staff. Recording the observations accordingly and escalating any concerns to a qualified practitioner as appropriate
- Completion and recording of regular physical health observations and complete patient monitoring charts in relation to e.g. weight, input/output of diet and fluids, observation, responding etc. Also completing the physical health paperwork within the admission process, including smoking / alcohol recording forms.
- To undertake and record therapeutic observations in accordance with the Trust's Observation & Engagement Policy (for example general, 1:1 and 2:1 observations) as required and instructed with access to supervision from a qualified member of staff. Remain vigilant throughout the observation period and make relevant notes on the observation sheets of the patient's presentation. To escalate concerns to a qualified practitioner as appropriate.
- To have a working knowledge of the Mental Health Act and to be aware of relevant MHA information when carrying out observations, to support leave appropriately for detained patients under the approval of a qualified practitioner , and to assist with interventions with detained patients.
- To ensure that security protocols and procedures are carried out over a 24-hour period and any possible breaches should be reported to the senior nurse immediately.
- Taking an active part in the completion of the admission and discharge process including carer information and disclaimer forms.
- Taking an active part the orientation of all new patients admitted to the ward ensuring that demographic details are checked and correct.
- Taking an active lead in the infection control duties and responsibilities alongside the housekeeper.
- To assist in the safekeeping of patients property and clothing as required.
- To understand the importance of the need for confidentiality in all patient matters, and in accordance with the GDPR and Trust policy.
- To comply with Trust policy and management instruction with regard to health and safety and to fire prevention and, in particular, not to do anything that endangers yourself or others.
- To have a responsibility to be aware of and report safeguarding concerns to a senior nurse and record in notes where required
- Maintain professional boundaries at all times (including post discharge) with patients in accordance with the Standards of Business Conduct Policy ensuring that you familiarise yourself with this policy and expectations within it.

- Facilitate patient activities under the direction of qualified staff. To assist Occupational Therapy staff in their therapeutic activity with patients; and to assist any other Allied Health Professionals
- To be flexible to meet the needs of the unit.
- To be willing to undertake a full range of shifts as per the requirements of the service. Subject to any requests made and agreed in accordance with the Trusts Flexible Working Policy
- To familiarise yourself with the start and finish time of your shift and work accordingly maintaining effective time keeping.

This job description is not exhaustive, but is intended to give an overall picture of the role. Other duties within the general scope of the post may be required from time to time. The duties of the post and job description can be reviewed through the agreed process

General Duties of all post holders

- To undertake any other reasonable duty, which is appropriate to the band, when requested by Senior Staff.
- To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines.
- To be aware of and work towards the Trusts strategic goals.

Standards of Business Conduct

- The post holder will be required to comply with the organisations standing order and standing financial instructions and at all times, deal honestly with the organisation with colleagues and all those who have dealing with the organisation including patients, relative and suppliers.
- The post holder must ensure that their behaviour and interests inside and outside work do not conflict with their Trust position, duties and/or responsibilities.
- The post holder must comply with and support the development of the performance standards within the service/department to ensure the service is responsive to and meets the needs of its customers.
- The post holder will be required to develop and maintain good working relationships with all patients, service users, staff, contractors and where appropriate, members of the public.
- The Trust aims to maintain the good will and confidence of its own staff, patients, service users, NHS contractors and the general public. To assist in achieving this objective it is essential that at all times, the post holder carries out their duties in a courteous, sympathetic and professional manner.
- All post holders who are members of a professional body must comply with standards of professional practice / conduct. It is the post holders' responsibilities to ensure they are both familiar with and adhere to these requirements and maintain their professional membership to the relevant body.

Equality and Diversity and Equal Opportunities

- The post holder must carry out all duties and responsibilities of the post in accordance with the Trust's Equal Opportunities and Equality and Diversity policies, avoiding unlawful discriminatory behaviour and actions when dealing with colleagues, service users, members of the public and all other stakeholders.
- The post holder must promote awareness of and respect for equality and diversity in accordance with Trust policies and procedures.
- The post holder is responsible for treating all staff, patients, service users, NHS contractors and the general public with dignity and respect at all times.

Safeguarding

- Appointments to regulated and controlled activities require an enhanced DBS disclosure.
- Pennine Care NHS Foundation Trust (PCFT) employees have a statutory duty to promote the welfare of children and young people and to protect adults; enabling them to live free from harm, abuse and neglect.
- Engagement with safeguarding training, in line with responsibilities, is mandatory for all PCFT employees. PCFT employees must familiarise themselves with policies and procedures and adhere to these.
- It is the responsibility of all staff to report safeguarding concerns and familiarise themselves with who to contact in order to do this or seek further guidance.

Professional and Personal Development

- The post holder must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction Programme.
- The post holder will be involved in a formal appraisal and yearly conversations review with their manager at least every 12 months. Once performance / training objectives have been set, the staff member's progress will be reviewed on a regular basis, so that new objectives can be agreed and set, in order to maintain progress in the service delivery.
- The post holder will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.

Confidentiality and Information Governance

- Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to confidential documents and information relating to patients, service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the NHS unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence has been established.
- All information obtained or held during the post-holders period of employment that relates to the business of the Trust and its service users and employees

will remain the property of the Trust. Information may be subject to disclosure under legislation at the Trust's discretion and in line with national rules on exemption.

- The post holder must maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately, appropriately and kept up to date. The post holder must only access information, whether paper, electronic or in other media, which is authorised to them as part of their duties.
- The post holder must work to the requirements of data protection laws as applicable to the UK, which includes the General Data Protection Regulations (GDPR).

Health and Safety at Work

- The post holder is required to take reasonable care of the health and safety of themselves and other persons who may be affected by their acts or omissions at work and to co-operate with the Trust in adhering to statutory and departmental safety regulations.
- The post holder is responsible for ensuring that they do not intentionally or recklessly misuse or interfere with anything provided in the interests of health safety or welfare e.g. misuse of equipment.
- The post holder is required to contribute to the control of risk and must report immediately, using the Trust Incident reporting system, any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public.
- All Trust sites have been designated a no smoking area. The post holder is therefore advised smoking is not permitted within the hospital premises or grounds or whilst representing the Trust in the course of their duty. While the Trust will not discriminate against employing smokers, all prospective employees should be aware of this policy.

Infection Control

- Infection Prevention and Control is the responsibility of all Trust staff.
- All staff members have a responsibility to protect service users, visitors and employees against the risk of acquiring health care associated infections by consistently observing Trust Infection Prevention and Control Policies and procedures and best practice guidance in order to maintain high standards of Infection Prevention and Control.

Sustainability / Net Zero Carbon

Pennine Care are committed to sustainable development, social value and achieving the NHS Net Zero Carbon reduction targets. All employees must play their part and adhere to the principals in the Green Plan, this will ensure our services are efficient, sustainable and carbon emissions are reduced. As an employee you will be expected to conserve energy / water, minimise wastage in all formats, actively promote biodiversity and use sustainable transport whenever possible.

- **Energy:** Switch off non-essential electrical equipment / lighting when not in use. Report heating issues, building too hot / too cold to the Estates Team.
- **Water:** Do not leave taps running and report all drips, leaks, and condensation issues to the Estates Team.
- **Waste:** Follow the Trust waste policy – Reduce – Reuse – Recycle do not overorder equipment / medicines. Healthcare waste must be disposed of in line with the Trust's waste management policy.
- **Biodiversity:** Enhancing biodiversity has a wealth of positive outcomes for our colleagues, services users and the environment. Think of your site, can an area be improved to have a quality green space, specific planting for habitat improvement or the installation of a couple of bird boxes? Contact the estate team for further details
- **Transport & Travel:** Where possible lift share, cycle, walk or use public transport